

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 64-0340

ORIGINAL

Regarding a complaint by (Person making the complaint): BIG DOLLAR ENT. Enterprises

Against (Utility name): NICOR GAS

As to (Reason for complaint) _____

in CHICAGO RIDGE Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 16934 WESTVIEW SOUTH ARLAND, IL 60473

The service address that I am complaining about is 101 CHICAGO RIDGE MALL DRIVE CHICAGO RIDGE, IL 60415

My home telephone is [312] 953-0177

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 333-9410

(Full name of utility company) NICOR GAS (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

ILLINOIS
COMMERCE COMMISSION
2004 APR 15 P 1:04
CHIEF CLERK'S OFFICE

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See attached Statement of Complaint.

Please clearly state what you want the Commission to do in this case:

We should pay the following:

2/26/03 - 4/2/03 \$69.90 (Same as 1/27/03-2/26/03)

4/28/03 - 5/26/03 \$24.38 (Same as 5/29/03-6/26/03)

Date: April 7, 2004
(Month, day, year)

Complainant's Signature *Leslie Terpen*

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

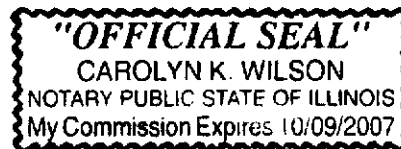
A notary public must witness the completion of this part of the form.

I, LESLIE TERPEN, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) *Leslie Terpen*

Subscribed and sworn/affirmed to before me on (month, day, year) 4-13-04

Carolyn K. Wilson
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Statement of Complaint:

We received a Nico bill acct#4-18-03-1782 0 for \$1886.56 for the billing period 2/26/03 thru 4/02/03. Our normal bill for this time of the year is about \$50 to \$60. We contacted Nicor customer service to report the "over billing" problem. They said they would check out the problem and get back with us. The next bill was \$53.87 for the period 4/02/03 to 4/28/03 which seemed alright. We contacted Nicor again to check on the status of the 2/26/03 to 4/02/03 problem, and they said that they were still checking into the problem. Our Next Nico bill was \$1325.04 for the period 4/28/03 thru 5/29/03. The weather had warm and there had been no demand for heat. We called Nico to report this latest over charge and to check on the first problem and we were told that they were still looking into the problem.

If they had addressed the first problem the second problem would not have happened.

The bill 5/29/03 thru 6/26/03 for \$24.38 and subsequent bills have been normal.

Everyone we spoke to at Nicor said that there is no way that we could have used that much gas and that there had to be something wrong.

We never received any response until we contacted the ICC on 12/16/03. Two days later Nicor called to see about the problems.

The heat from the mall's common area and the heat given off from the store lights is usually enough to keep the store comfortable.

